



## EMPLOYMENT DEVELOPMENT DEPARTMENT CAREER EXECUTIVE ASSIGNMENT EXAMINATION ANNOUNCEMENT

California State Government supports equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, sexual orientation, medical condition or pregnancy. It is an objective of the State of California to achieve a drug-free work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing Civil Service, and the special trust placed in public servants.

<b>DEPARTMENT:</b>	EMPLOYMENT DEVELOPMENT DEPARTMENT	<b>RELEASE DATE:</b>	Thursday, April 22, 2010
<b>POSITION TITLE:</b>	Chief, Tax Support Division	<b>FINAL FILING DATE:</b>	Saturday, May 22, 2010 <i>or until filled</i>
<b>CEA LEVEL:</b>	CEA 2	<b>EXTENDED FINAL FILING DATE:</b>	
<b>SALARY RANGE:</b>	\$ 7,815.00 - \$ 8,616.00 / Month	<b>BULLETIN ID:</b>	04152010_3

### POSITION DESCRIPTION

Under the general direction of the Deputy Director, Tax Branch, the incumbent plans, organizes, facilitates and evaluates the Tax Support Division (TSD). The TSD performs programmatic and policy research and development, investigates and resolves taxpayer issues on program and policy matters involving the Tax Branch and its programs, oversees the Branch's primary automation systems for administering the State's employment tax programs, and provides administrative support for the Tax Branch Deputy Director and the other three operating divisions in the Branch. The Chief, TSD, is a principal advisor to the Deputy Director on technical and sensitive matters concerning policy development and coordination and a key interface with sister tax agencies in developing, coordinating, and implementing strategic interagency partnership projects. As a member of the Tax Branch Executive Management Team, the incumbent participates in making decision on the development, implementation, and modification of programs and policies that affect employment tax services to over 1.2 million California employers and 17 million wage earners covered by the State's Unemployment Insurance and Disability Insurance benefits programs, the Employment Training program, and the Personal Income Tax Withholding program.

### MINIMUM QUALIFICATIONS

Applicants must meet the following minimum qualifications:

#### Either I

Must be a State civil service employee with permanent civil service status or who previously had permanent status in the State civil service.

#### Or II

Must be a current or former employee of the Legislature, with two or more consecutive years as defined in Government code § 18990.

**Or III**

Must be a current or former non-elected exempt employee of the Executive Branch with two or more consecutive years (excluding those positions for which salaries are set by statute) as defined in Government Code § 18992.

**Or IV**

Must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code § 18991.

**KNOWLEDGE AND ABILITIES**

Applicants must demonstrate the ability to perform high administrative and policy – influencing functions effectively. Such overall ability requires possession of most of the following more specific knowledge and abilities:

(1) Knowledge of the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch; principles, practices, and trends of public administration, organization, and management; techniques of organizing and motivating groups; program development and evaluation; methods of administrative problem solving; principles and practices of policy formulation and development; and personnel management techniques; the department's or agency's Equal Employment Opportunity Program objectives; and a manager's role in the Equal Employment Opportunity Program.

(2) Ability to plan, organize, and direct the work of multidisciplinary professional and administrative staff; analyze administrative policies, organization, procedures and practices; integrate the activities of a diverse program to attain common goals; gain the confidence and support of top level administrators and advise them on a wide range of administrative matters; develop cooperative working relationships with representatives of all levels of government, the public, and the Legislature and Executive branches; analyze complex problems and recommend effective courses of action; and prepare and review reports; and effectively contribute to the department's or agency's Equal Employment Opportunity objectives.

These knowledge and abilities are expected to be obtained from the following kinds of experience with substantial participation in the formulation, operation and/or evaluation of program policies (experience may have been paid or volunteer; in State service, other government settings, or in a private organization):

**CEA Level 1.** Supervisory/administrative experience in a line or staff activity, including the execution and/or evaluation of program policies.

**CEA Levels 2 and 3.** Broad administrative or program manager experience with substantial participation in the formulation, operation, and/or evaluation of program policies.

**CEA Levels 4 and 5.** Extensive managerial and program administrative experience which has included substantial responsibility for a combination of management

functions such as program planning; policy formulation; organization coordination and control; and fiscal and personnel management. Where high technical professional qualifications are of primary importance in performing the duties of a given CEA position, then the above required experience may have been in a staff capacity exercising professional skills to influence and contribute to program, policy, and methods of providing those professional services. Primary examples are medical doctors and attorneys.

### **DESIRABLE QUALIFICATION(S)**

1. Strong leadership and management team experience demonstrating an ability to create a clear vision, set goals and expectations, encourage leadership, teamwork and initiative at all levels, and use sound judgment in managing complex and varied programs.
2. Demonstrated knowledge and effectiveness in implementing initiatives and policies.
3. Demonstrated ability to coach employees and create a work environment that stimulates learning, encourages growth, and recognizes individual achievements to ensure peak performance.
4. Demonstrated knowledge of state and federal laws, rules, policies, and procedures relating to tax issues affecting Departmental programs and having broad statewide impact.
5. Familiarity with the Employment Development Department's major programs including Unemployment Insurance, Disability Insurance, Employment Tax and Workforce Services.
6. Familiarity with automated systems/technology and with the Department's automated systems.
7. Ability to establish and maintain effective working relationships with Executive Staff, a wide variety of departmental staff, staff of the Franchise Tax Board, Board of Equalization, Internal Revenue Service, Labor and Workforce Development Agency, public/private agencies and employers, and state and federal organizations.
8. Knowledge of quality customer service principles and demonstrated use of customer expectations to improve processes and/or products.

### **EXAMINATION INFORMATION**

A minimum rating of 70% must be attained to obtain list eligibility. Hiring interviews may be conducted with the most qualified candidates. All candidates will receive written notification of their examination results. The result of this examination will be used only to fill the position of **Chief, Tax Support Division**, with the **EMPLOYMENT DEVELOPMENT DEPARTMENT**. Applications will be retained for twelve months.

*The results of this examination will be used only to fill this position.*

### **FILING INSTRUCTIONS**

#### **Interested applicants must submit:**

- A completed Standard State Application (Form 678).
- A "Statement of Qualifications". The Statement is a narrative discussion of how the candidate's education, training, experience, and skills meet the minimum and desirable qualifications and qualify them for the position. The Statement of Qualifications serves as a documentation of each candidate's ability to present information clearly and concisely in writing and should be

typed and no more than two pages in length.

- Resumes do not take the place of the Statement of Qualifications.
- If qualifying under Pattern IV of the minimum qualifications, attach a copy of DD 214 or other official discharge documents.

**Applications must be submitted by the final filing date to:**

EMPLOYMENT DEVELOPMENT DEPARTMENT, Human Resource Services Division, MIC 54  
PO Box 826880, Sacramento, CA 94280-0001  
Lisa McVay | (916) 653-8456 | [lisa.mcvay@edd.ca.gov](mailto:lisa.mcvay@edd.ca.gov)

**SPECIAL TESTING**

If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Examination Application." You will be contacted to make specific arrangements.

**GENERAL INFORMATION**

If you meet the requirements stated in this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of others who take this test, and all candidates who pass will be ranked according to their scores.

The EMPLOYMENT DEVELOPMENT DEPARTMENT reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others.

**Class specs:** <http://www.dpa.ca.gov/textdocs/specs/s7/s7500.txt>